

THE ULTIMATE VIRTUAL ONBOARDING EXPERIENCE

Creating a frictionless journey from preboarding to team member

20% of new hires leave a job within the first 45 days after a bad onboarding experience.

Onboarding is a critical moment in the employee lifecycle, and until now, it has predominantly been a face-to-face experience. With COVID-19 changing office life overnight, onboarding must now reinvent itself.

These steps will help you make virtual onboarding a meaningful transition that gets your new recruits up to speed fast, and feeling like a member of the team.

1 PREBOARDING: GETTING TO KNOW YOUR NEW RECRUIT

59% of employees said that a good digital employee experience means being able to input into their technical setup



Before they start, you'll need to ensure your new joiner has all the equipment and access rights needed for their home office. To find out their preferences and a bit more about their personality, we recommend creating a preboarding toolkit including:



GET TO KNOW YOU SURVEY

to help you collect information about their personal preferences and technical requirements.

[GOOGLE DOC](#) | [WORD DOC](#)



A WELCOME PACK (OPTIONAL)

which includes a gift sent to their home or a virtual postcard signed from the team.

ONBOARDING: A WARM WELCOME

2

Your new joiner's first day will take place in their home, but it should still feel like the beginning of a significant transition. To help your new joiner make this psychological shift, start with a welcome call, then share with them:

FIRST WEEK AGENDA

that includes a variety of meetings, presentations, fun activities, and regular breaks.

[GOOGLE DOC](#) | [WORD DOC](#)



NEW JOINER GUIDE

in an email including a welcome video from the CEO, company handbook, business card order form, and helpful resources.

[GOOGLE DOC](#) | [WORD DOC](#)



4% of new hires will leave a job after a bad first day



3 FIRST QUARTER EXPERIENCE: A PART OF THE TEAM

Virtual managers will need to take a more active role in making sure their new starters are moving in the right direction. This means scheduling regular catch-ups with new hires alongside:



VIRTUAL BUDDIES

who can engage with your new joiners outside of formally arranged meetings through virtual lunches, IM chats, and online activities.

ONBOARDING FEEDBACK AND CHECK-IN QUESTIONS

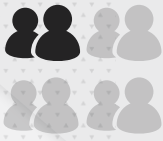
like 'how are you coping with workloads?' and, 'how can I better support you?', should be used by managers to help make improvements.

ONBOARDING FEEDBACK: [GOOGLE DOC](#) | [WORD DOC](#)

CHECK-IN QUESTIONS: [GOOGLE DOC](#) | [WORD DOC](#)



23% of new hires were more satisfied with their overall onboarding experience when they had a buddy



A strong onboarding process improves new hire retention by **82%** and productivity by over **70%**

By following these steps, you can create a frictionless virtual onboarding experience that leaves your new joiner motivated and equipped to take on their new role. Download our guide for more advice, recommendations and templates.



[VIRTUAL ONBOARDING GUIDE](#)

DOWNLOADABLE USEFUL ASSETS



WELCOME EMAIL TEMPLATE

[GOOGLE DOC](#) | [WORD DOC](#)

PREBOARDING CHECKLIST

[GOOGLE DOC](#) | [WORD DOC](#)

PREBOARDING TIMELINE

[GOOGLE DOC](#) | [WORD DOC](#)

CHECK-IN QUESTIONS

[GOOGLE DOC](#) | [WORD DOC](#)

TIPS FOR MANAGERS

[GOOGLE DOC](#) | [WORD DOC](#)

ONBOARDING FEEDBACK SURVEY TEMPLATE

[GOOGLE DOC](#) | [WORD DOC](#)